

**First 5 Informal Concerns Update for the ICEA Executive Council
Shelley Ackermann**

On Monday, May 5, 2008, Shelley attended the First 5 meeting at the United Way Building to discuss informal concerns. Shelley discussed the range of concern and dispute resolution options available to families. Then the group discussed infrastructure/systems concerns within the Early ACCESS system.

The First 5 Mental Development Initiative includes referral and follow up systems. The referral system consists of Title V Child Health Care Coordinators who work closely with families to locate and access resources when their doctor makes a referral based on a child's developmental screening. Coordinators from across the state have voiced concerns about referrals to Early ACCESS. A majority of these concerns pertain to referrals to the AEAs for EA where prior screenings were not considered, even when the screening was the same tool used by the AEA/EA, or the services themselves were lacking (staff did not show to appointments, etc).

It was proposed that the Title V Child Health Care Coordinators collect data regarding this issue using an Early ACCESS Occurrence Report, a form adapted from the hawk-I Occurrence Reports. The report will attempt to capture "occurrences" when our site coordinators are working with families and primary care providers and identify either a systems level concern or a local concern regarding parents not being able to access services. This data will be given to the IDPH liaison to Early ACCESS to be shared with the Early ACCESS state coordinator and ICEA Executive Council. Coordinators were also provided with a map of Iowa's AEAs as regional grantees for Part C, contact information for each AEA, and contact information for Julie Curry as state coordinator for Early ACCESS.